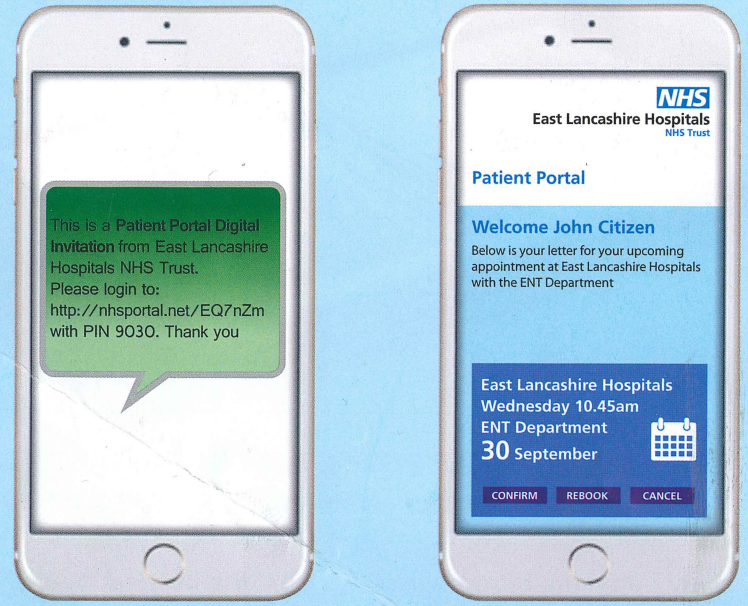
NHS
East Lancashire Hospitals
NHS Trust

Your Appointment Letter Straight to your Mobile!

You can now receive your letter digitally.



HOW IT WORKS

- Receive a text to your mobile phone with a secure link and 4-digit PIN
- Simply click the link to your secure access page
- Enter the PIN and your Date of Birth and your appointment letter appears when you scroll down
- Pre-assessment instructions, essential reading and hospital information is also included

IMPORTANT – please note our change in process: Appointment communication will only be sent around 6 weeks prior to your appointment date. If you don't receive a text or letter (if you have opted out of receiving electronic communication) please contact the hospital to check as your expected appointment date may have changed.

WHAT ELSE CAN IT DO?

- Confirm, rebook or cancel appointments with just one click
- Add the appointment to digital calendars
- Access information anywhere by smartphone, tablet and desktop
- Work out appointment travel plans with a real time map

HOW DO I RECEIVE MY APPOINTMENT LETTER TO MY MOBILE PHONE?

Make sure our reception team has your up to date mobile number to start receiving appointment letters digitally. Always remember to update us if your mobile number changes.

WHAT HAPPENS IF I STILL PREFER POSTAL APPOINTMENT LETTERS?

If you do not access the link sent to your phone within 24 hours, then a postal letter is automatically sent.

If you have already opted out of receiving texts from the hospital, you will automatically be sent letters in the post.

You can also let our reception staff know that you prefer postal appointment letters and they can update your communication preferences.

WHAT IF I DON'T OWN A SMARTPHONE?

You will still receive a text with a link to your appointment letter. Copy this link to your desktop web browser to access your digital appointment letter.

If the digital letter is not accessed within one day, your postal letter is automatically sent.

Using this app, letters can be read in multiple language options.